



JOB OPPORTUNITY

CALIFORNIA DEPARTMENT OF INSURANCE

****REVISED****

SUPERVISING INSURANCE COMPLIANCE OFFICER

\$5,364 - \$6,478

CONSUMER SERVICES DIVISION

CONSUMER COMMUNICATIONS BUREAU

LOS ANGELES

RESPONSIBILITIES:

Under general direction of the Bureau Chief, the incumbent will plan, organize, and direct the activity of staff engaged in resolving and responding to consumer complaints or inquiries regarding all lines of insurance involving insurance rating, underwriting and/or claims handling practices; develop training plans for staff development and provide training; assist in establishing Bureau policy and procedures; enforce consistency of operations within the Bureau; responsible for the most complex and sensitive projects as assigned; represent the Bureau at meetings and industry functions as directed by the Bureau Chief; and other related duties as required.

DESIRABLE QUALIFICATIONS:

Five years of experience in insurance claims adjusting, underwriting, or insurance consumer services including a minimum of two years experience in a supervisory capacity directing three or more professional staff; graduation from college with a bachelor's degree is highly desirable, however, experience will be accepted in place of the college degree on a year-for-year basis. Candidates must have knowledge of insurance practices and the Insurance Code, along with good supervisory, interpersonal, analytical, and verbal/written communication skills.

WHO MAY APPLY:

Applications will be accepted from current State employees at the Supervising Insurance Compliance Officer level, those within transfer range, or individuals who have list eligibility for **Supervising Insurance Compliance Officer**. Training and Development Assignments may be considered for certain classifications only if necessitated for recruitment purposes. All applications will be reviewed; however, only the most qualified candidates will be interviewed. Applicants currently on SROA lists or employed by a surplus department are encouraged to apply. ***All applicants must clearly indicate the basis of their eligibility (i.e. SROA, surplus, reemployment, reinstatement, transfer, or list eligibility) on the state application.***

APPLICATION PROCEDURE:

Send a completed standard State of California application to Teresa Foster, Department of Insurance, Human Resources Management Bureau, 300 Capitol Mall, 13th Floor, Sacramento, CA 95814. **Please indicate "Supervising ICO 413-373-8560-004" on the State application.** For additional information, please call (916) 492-3423.

FINAL FILING DATE: **November 26, 2012 – 5:00 p.m.** Close of business

NOTE: Interested Department of Insurance employees must submit applications by the final filing date in order to be considered for this position.

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DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD

AN EMPLOYER OFFERING EQUAL EMPLOYMENT OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.